

**Element Performance Inspection (EPI) Data Collection Tool
4.2.6 Training of Station Personnel (OP)****ELEMENT SUMMARY INFORMATION****Purpose of This Element** (Certificate Holder's responsibility):

- To ensure the certificate holder's manual includes policies, procedures, instructions and information necessary for proper training of station personnel.

Objective (FAA oversight responsibility):

- To determine if the Certificate Holder follows its procedures, controls, process measurements and interfaces for the Training of Station Personnel process.
- To determine if there were any changes in the personnel identified by the Certificate Holder as having responsibility and/or authority for the Training of Station Personnel process.

Specific Instructions:

- Intentionally left blank.

Related EPI(s):

- 3.1.1 Passenger Handling (OP)
- 3.1.12 Hazardous Materials / Dangerous Goods Program (OP)
- 3.1.5 Carry-On Baggage Program (OP)
- 3.1.6 Exit Seating Program (OP)
- 3.1.7 De-Icing Program (OP)
- 3.1.8 Carriage of Cargo (OP)

SUPPLEMENTAL INFORMATION**Specific Regulatory Requirement(s) (SRRs):**

- SRRs:
 - 121.135(a)(1)
 - 121.135(b)(1)
 - 121.135(b)(2)
 - 121.135(b)(3)
 - 121.401(a)
 - 121.429(a)
 - 121.429(b)
 - 121.433a(a)

121.433a(b)
121.459(a)
121.459(b)
121.629(c)
Appendix I to Part 121
Appendix J to Part 121

Related CFR(s) & FAA Policy/Guidance:

- Related CFRs:
Intentionally left blank
- FAA Policy/Guidance:
FAA Order 8400.10, Volume 3, Chapter 11
FAA Order 8400.10, Volume 6, Chapter 2
Advisory Circular 120–60
Advisory Circular 120–65
Advisory Circular 121–21B
Advisory Circular 121–29B

EPI SECTION 1 – PERFORMANCE OBSERVABLES

Objective: (FAA oversight responsibility): To determine if the Certificate Holder follows its procedures, controls, process measures and interfaces for the Training of Station Personnel.

Tasks

To meet this objective, the inspector must accomplish the following tasks:

- 1 Review the information listed in the Supplemental Information section of this data collection tool.
- 2 Review the policies, procedures, instructions and information for the Training of Station Personnel process contained in the Certificate Holder's manual.
- 3 Review the associated SAI for this element with emphasis on the controls, process measurements and interface attribute sections.
- 4 Observe the Training of Station Personnel process to gain an understanding of the procedures, instructions and information contained in the Certificate Holder's manual.
- 5 Discuss the Training of Station Personnel process with the personnel (other than management) who perform the duties and responsibilities required by the process.

Questions

To meet this objective, the inspector must answer the following questions:

1. Were the following Performance Measures met:

- | | |
|---|--|
| <p>1.1 Were station personnel trained in the recognition of dangerous goods?</p> <p><i>Related performance JTIs:</i></p> <ul style="list-style-type: none"> • Check, at the training records repository, that the handling staff of an air carrier that elects not to accept hazardous materials (HAZMAT), were trained to recognize HAZMAT in accordance with the certificate holders design. <p><i>Sources:</i> AC 121.21B Section 4 g.</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No, Explain |
| <p>1.2 Were supervisors trained in the Certificate Holder's substance abuse program?</p> <p><i>Related performance JTIs:</i></p> <ul style="list-style-type: none"> • Check, at the training center, that the training curriculum used to provide each supervisor, who will determine reasonable cause for drug testing of personnel performing aircraft maintenance or preventive maintenance duties contains at least 60 minutes of initial training in accordance with the certificate holders approved design. <p><i>Sources:</i> 121.429(a); Appendix I Section III to Part 121; Appendix I Section VIII B to Part 121</p> <ul style="list-style-type: none"> • Check, at the training records repository, that each supervisor, who determines reasonable cause for drug testing of an employee performing aircraft maintenance or preventive maintenance duties, received recurrent training in accordance with the certificate holders design. <p><i>Sources:</i> 121.429(a); Appendix I Section III to Part 121; Appendix I Section VIII B to Part 121</p> <ul style="list-style-type: none"> • Check, at the training records repository, that personnel performing ground security coordinator duties received training on the effects and consequences of drug use on personal health safety and work environment and the manifestations and behavioral cues that may indicate | <input type="checkbox"/> Yes
<input type="checkbox"/> No, Explain |

drug use and abuse.

Sources: 121.429(a); Appendix I Section III to Part 121; Appendix I Section VIII B to Part 121

- Check, at the training center, that the training curriculum used to provide each supervisor, who will determine reasonable cause for drug testing of personnel performing ground security coordinator duties, contains at least 60 minutes of initial training in accordance with the certificate holders approved design.

Sources: 121.429(a); Appendix I Section III to Part 121; Appendix I Section VIII B to Part 121

- At the training center, observe that the course instructor presents each supervisor, who determines reasonable cause for drug testing of personnel performing ground security coordinator duties, with at least 60 minutes of initial training in accordance with the certificate holders approved design.

Sources: 121.429(a); Appendix I Section III to Part 121; Appendix I Section VIII B to Part 121

- Check, at the training center, that the training curriculum used to provide each supervisor, who will determine reasonable cause for drug testing of personnel performing aviation screening duties contains at least 60 minutes of initial training in accordance with the certificate holders approved design.

Sources: 121.429(a); Appendix I Section III to Part 121; Appendix I Section VIII B to Part 121

- Check, at the training records repository, that each supervisor, who determines reasonable cause for drug testing of an employee performing ground security coordinator duties, received recurrent training in accordance with the certificate holders design.

Sources: 121.429(a); Appendix I Section III to Part 121; Appendix I Section VIII B to Part 121

- Check, at the records repository, that the certificate holder verified, in accordance with its design, that each contractors Employee Assistance Program (EAP) training was provided to each of its employees who performs ground security coordinator duties for the certificate holder.

Sources: 121.429(b); Appendix I Section III to Part 121; Appendix I Section VIII B to Part 121

- Check, at the records repository, that the certificate holder verified, in accordance with its design, that each contractor provided at least 60 minutes of initial training, on its Employee Assistance Program (EAP), to each of its supervisors who determine reasonable cause for drug testing of an employee performing ground security coordinator duties for the certificate holder.

Sources: 121.429(b); Appendix I Section III to Part 121; Appendix I Section VIII B to Part 121

- Check, at the records repository, that the certificate holder verified, in accordance with its design, that each contractors supervisor, who determines reasonable cause for drug testing of an employee performing ground security coordinator duties for the certificate holder, received recurrent training on the contractors Employee Assistance Program (EAP).

Sources: 121.429(b); Appendix I Section III to Part 121; Appendix I

Section VIII B to Part 121	
<p>1.3 Were observed station personnel trained to perform duties?</p> <p><i>Related performance JTIs:</i></p> <ul style="list-style-type: none"> • Check, at the training records repository, that personnel performing aircraft maintenance or preventive maintenance duties received training on the effects and consequences of drug use on personal health safety and work environment and the manifestations and behavioral cues that may indicate drug use and abuse. <i>Sources:</i> 121.429(a); Appendix I Section III to Part 121; Appendix I Section VIII B to Part 121 • Check, at the records repository, that the certificate holder verified, in accordance with its design, that each contractors Employee Assistance Program (EAP) training was provided to each of its employees who performs aircraft maintenance or preventive maintenance duties for the certificate holder. <i>Sources:</i> 121.429(b); Appendix I Section III to Part 121; Appendix I Section VIII B to Part 121 • Check, at the records repository, that the certificate holder verified, in accordance with its design, that each contractors supervisor, who determines reasonable cause for drug testing of an employee performing maintenance or preventive maintenance duties for the certificate holder, received recurrent training on the contractors Employee Assistance Program (EAP). <i>Sources:</i> 121.429(b); Appendix I Section III to Part 121; Appendix I Section VIII B to Part 121 • Check, at the training records repository, that station personnel received initial training (formal or on-the-job) on their duties and responsibilities, in accordance with the certificate holders design. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473. • Check, at the training records repository, that station personnel received recurrent training (formal or on-the-job) on their duties and responsibilities, in accordance with the certificate holders design. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473. • Check, at the records repository, that the certificate holder verified each contract station employee received initial training (formal or on-the-job) on their duties and responsibilities, in accordance with the certificate holders design. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473. • Check, at the records repository, that the certificate holder verified that each contract station employee received recurrent training (formal or on-the-job) on their duties and responsibilities, in accordance with the certificate holders design. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473. • Check, at the training records repository, that station personnel received initial training (formal or on-the-job) on aircraft servicing and ramp operations, in accordance with the certificate holders design. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473. • Check, at the training records repository, that station personnel received recurrent training (formal or on-the-job) on aircraft servicing and ramp 	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>

operations, in accordance with the certificate holders design.

Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.

- Check, at the records repository, that each contract station employee received initial training (formal or on-the-job) on the certificate holders aircraft servicing and ramp operations, in accordance with the certificate holders design.

Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.

- Check, at the records repository, that each contract station employee received recurrent training (formal or on-the-job) on the certificate holders aircraft servicing and ramp operations.

Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.

- Check, at the training records repository, that station personnel received initial training (formal or on-the-job) on communications procedures, in accordance with the certificate holders design.

Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.; AC 120-65 Paragraph 6.

- Check, at the training records repository, that station personnel received recurrent training (formal or on-the-job) on communications procedures, in accordance with the certificate holders design.

Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.; AC 120-65 Paragraph 6.

- Check, at the records repository, that each contract station employee received initial training (formal or on-the-job) on the certificate holders communications procedures, in accordance with the certificate holders design.

Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.; AC 120-65 Paragraph 6.

- Check, at the records repository, that each contract station employee received recurrent training (formal or on-the-job) on the certificate holders communications procedures, in accordance with the certificate holders design.

Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.; AC 120-65 Paragraph 6.

- Check, at the training records repository, that station personnel received recurrent training (formal or on-the-job) on manual backup procedures in case of computer or communications equipment failures, in accordance with the certificate holders design.

Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.

- Check, at the records repository, that each contract station employee received initial training (formal or on-the-job) on the certificate holders manual backup procedures in case of computer or communications equipment failures, in accordance with the certificate holders design.

Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.

- Check, at the records repository, that each contract station employee received recurrent training (formal or on-the-job) on the certificate holders manual backup procedures in case of computer or communications equipment failures, in accordance with the certificate holders design.

Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.

- Check, at the training records repository, that station personnel received initial training (formal or on-the-job) on first aid and emergency actions, in

<p>accordance with the certificate holders design. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragrph 473.</p> <ul style="list-style-type: none"> • Check, at the training records repository, that station personnel received recurrent training (formal or on–the–job) on first aid and emergency actions, in accordance with the certificate holders design. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragrph 473. • Check, at the records repository, that each contract station employee received initial training (formal or on–the–job) on the certificate holders first aid and emergency actions, in accordance with the certificate holder's design. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragrph 473. • Check, at the records repository, that each contract station employee received recurrent training (formal or on–the–job) on the certificate holders first aid and emergency actions. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragrph 473. 	
<p>1.4 Were there authorized signatures certifying the competency of each program graduate, including contract personnel?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.5 Were all station personnel (Certificate Holder or contractor) trained on the Employee Assistance Plan (EAP)?</p> <p><i>Related performance JTIs:</i></p> <ul style="list-style-type: none"> • Check, at the training records repository, that documentation of training provided to its employees and supervisory personnel on the Employee Assistance Program (EAP) was completed in accordance with the certificate holders design. <i>Sources:</i> Appendix I Section VIII B to Part 121 • Check at the records repository that the certificate holder verified, in accordance with its design, that each contractor providing safety sensitive services for the certificate holder, documented training on its Employee Assistance Program (EAP) for each of its employees and supervisory personnel. <i>Sources:</i> Appendix I Section VIII B to Part 121 • Check, at the training records repository, that documentation of training provided to supervisory employees, that determine the need for drug testing of covered employees, based on reasonable suspicion, is retained in accordance with the certificate holders design. <i>Sources:</i> 8400.10 Volume 3, Chapter 11, Section 3, Paragraph 1807 and 1809. 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.6 Was each supervisory employee (Certificate Holder or contractor) trained on the Alcohol Misuse Prevention Program (AMPP)?</p> <p><i>Related performance JTIs:</i></p> <ul style="list-style-type: none"> • Check, at the records repository, that the certificate holder has retained documentation of training of supervisory personnel on the Alcohol Misuse and Prevention Program for a 2–year period, in accordance with its approved design. <i>Sources:</i> 121.459(a); Appendix J Section IV A(2)(b)(7) to Part 121 • 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>Check, at the training center, that the training curriculum used to provide each supervisor designated to determine that reasonable suspicions exist to require a covered employee to undergo alcohol testing, receives at least 60 minutes of training in accordance with the certificate holders approved design. <i>Sources:</i> 121.459(a); Appendix J Section VI B to Part 121</p> <ul style="list-style-type: none"> • Check, at the records repository, the certificate holder verified, in accordance with its design, that each of the contractors supervisors, who determine that reasonable suspicions exist to require a covered employee to undergo alcohol testing, receives at least 60 minutes of training in accordance with the contractors approved design. <i>Sources:</i> 121.459(a); Appendix J Section VI B to Part 121 • Check, at the training records repository, that recurrent training was documented for the supervisory personnel, that make a determination concerning the need for alcohol testing based on reasonable suspicion, in accordance with the certificate holders Alcohol Misuse Prevention Program (AMPP) procedures. <i>Sources:</i> 	
<p>1.7 Were educational materials about the AMPP properly distributed to covered personnel?</p> <p><i>Related performance JTIs:</i></p> <ul style="list-style-type: none"> • Check, at the training center, (through interview) that educational materials explaining the requirements of Appendix J and the certificate holders policies and procedures with respect to alcohol misuse were distributed in accordance with the certificate holders design. <i>Sources:</i> 121.459(a); Appendix J Section VI A(1)(a) to Part 121 • Check, at the principle base of operations, (through interview) that personnel responsible for providing Alcohol Misuse Prevention Program (AMPP) educational materials, understand the requirement to distribute the information to each person that was subsequently hired or transferred to a covered position in accordance with the certificate holders design. <i>Sources:</i> 121.459(a); Appendix J Section VI A(1)(a) to Part 121 • Check, at the principle base of operations, (through interview) that personnel, subsequently hired or transferred to a covered position, were provided Alcohol Misuse Prevention Program (AMPP) educational materials, in accordance with the certificate holders design. <i>Sources:</i> 121.459(a); Appendix J Section VI A(1)(a) to Part 121 • Check, at the records repository, that the certificate holder verified, in accordance with its design, that each contractor who conducted safety sensitive functions for it, had a program to distribute Alcohol Misuse Prevention Program (AMPP) educational materials to each of its covered employees. <i>Sources:</i> 121.459(a); Appendix J Section VI A(1)(a) to Part 121 • Check, at the records repository, that the certificate holder verified, in accordance with its design, that each contractor who 	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>

	<p>conducted safety sensitive functions for it, had a program to distribute Alcohol Misuse Prevention Program (AMPP) educational materials to each employee subsequently hired or transferred to a covered position.</p> <p><i>Sources:</i> 121.459(a); Appendix J Section VI A(1)(a) to Part 121</p> <ul style="list-style-type: none"> • Check, at the records repository, that the certificate holder provided written notice to representatives of its employee organizations of the availability of educational material, explaining the Alcohol Misuse Prevention Program (AMPP), in accordance with its design. <p><i>Sources:</i> 121.459(a); Appendix J Section VI A(1)(b) to Part 121</p> <ul style="list-style-type: none"> • Check, at the records repository, the certificate holder verified, in accordance with its design, that each contractor had a program to provide written notice to each of its employee organizations of the availability of educational material explaining the Alcohol Misuse Prevention Program (AMPP). <p><i>Sources:</i> 121.459(a); Appendix J Section VI A(1)(b) to Part 121</p> <ul style="list-style-type: none"> • Check, at the principle base of operations, (through interview) that personnel responsible for providing Alcohol Misuse Prevention Program (AMPP) educational materials, understand the requirement to distribute the materials prior to the start of alcohol testing as outlined in the certificate holders manual. <p><i>Sources:</i> 121.459(a); Appendix J Section VI A(1)(a) to Part 121</p>	
2	Were the Certificate Holder's policies, procedures, instructions and information, contained in its manual, for the Training of Station Personnel process followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3	Were the Training of Station Personnel process controls followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4	Did the records for the Training of Station Personnel process comply with the instructions provided in the Certificate Holder's manual?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5	Were the process measurements for the Training of Station Personnel process effective in identifying problems or potential problems and providing corrective action for them?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
6	Did personnel properly handle the associated interfaces by complying with other written policies, procedures, instructions and information that are related to this element?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

EPI SECTION 1 – PERFORMANCE OBSERVABLES –Drop Down Menu	
1. Personnel.	
2. Tools and Equipment.	
3. Technical Data.	
4. Procedures, policies or instructions or information.	
5. Materials.	
6. Facilities.	
7. Controls.	
8. Process Measures.	
9. Interfaces.	
10. Desired Outcome.	
11. Other.	

EPI SECTION 2 – MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES

Objective: To determine if the person identified by the Certificate Holder having responsibility and/or authority for the Training of Station Personnel is qualified, knowledgeable, and recognizes that responsibility and/or authority. (The person with the authority may or may not be the person with the responsibility.)

Tasks

To meet this objective, the inspector must accomplish the following tasks:

- 1 Identify the person who has overall responsibility for the Training of Station Personnel process.
- 2 Identify the person who has overall authority for the Training of Station Personnel process.
- NOTE: If no personnel or major program changes (as defined by the Principal Inspector) affecting the responsibility or authority attributes for this element have occurred since the last SAI and/or EPI was accomplished, then do not perform tasks 3 – 6 below. Answer questions 2.1 & 2.2 below, and provide the name/title.
- 3 Review the duties and responsibilities for the person(s) who manage the Training of Station Personnel process documented in the Certificate Holder's manual.
- 4 Review the appropriate organizational chart.
- 5 Discuss the Training of Station Personnel process with the management personnel identified in Tasks 1 and 2.
- 6 Evaluate the qualifications and work experience of the management personnel identified in Tasks 1 and 2.

Questions

To meet this objective, the inspector must answer the following questions:

2. Are the following aspects of the Management Responsibility and Authority Attributes addressed for the Training of Station Personnel process:
 - 2.1 Is there a clearly identified person who is responsible for the quality of the Training of Station Personnel process?

☐ Yes
☐ No, Explain Name/Title:
 - 2.2 Is there a clearly identified person who has authority to establish and modify the Certificate Holder's policies, procedures, instructions and information for the Training of Station Personnel process?

☐ Yes
☐ No, Explain Name/Title:
 - 2.3 Does the responsible person know that he/she has responsibility for the Training of Station Personnel process?

☐ Yes
☐ No, Explain
☐ Not Applicable
 - 2.4 Does the person with authority know that he/she has authority for the Training of Station Personnel process?

☐ Yes
☐ No, Explain
☐ Not Applicable
 - 2.5 Does the person with responsibility for the Training of Station Personnel process meet the qualification standards?

☐ Yes
☐ No, Explain

	<input type="checkbox"/> Not Applicable
2.6 Does the person with authority to establish and modify the Training of Station Personnel process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.7 Does the person with responsibility understand the controls, process measurements, and interfaces associated with the Training of Station Personnel process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.8 Does the person with authority understand the controls, process measurements, and interfaces associated with the Training of Station Personnel process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.9 Does the responsible person know who has authority to establish and modify the Training of Station Personnel process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.10 Does the individual with authority know who has the responsibility for the Training of Station Personnel process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

EPI SECTION 2 – MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES –Drop Down Menu	
1. Assignment of responsibility.	
2. Assignment of authority.	
3. Does not understand procedures, policies or instructions and information.	
4. Does not understand controls.	
5. Does not understand process measurements.	
6. Does not understand interfaces.	
7. Span of control.	
8. Position vacant.	
9. Other.	